

CLERK OF THE SUPERIOR COURT

Case Management

⇒ **Departmental Goal:** To provide swift and accurate management and disposition of all court records.

County-wide Goal: *Customer Satisfaction*

1213

► **Objective:** Annually, that 95% of survey respondents agree that "files are current".

→ **Measure:** Percent of survey respondents who agree that "files are current".

▷ **Strategy:**

7213

1) Streamline and categorize urgent filings by reorganizing paper flow process 2) Increase staff size by adding one scanner and one file clerk over the next five years 3) Replace and/or acquire hardware and equipment so that work flow is not hindered.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
95%	95%	95%	95%	95%

County-wide Goal: *Customer Satisfaction*

1230

► **Objective:** That 100% of all filings be scanned within three (3) days of initial filing by FY2017.

→ **Measure:** Percent of filings scanned within three (3) days of initial filing.

▷ **Strategy:**

7230

1) Streamline documents for scanning by case type and department 2) Increase scanning staff by at least one station 3) Maintain current equipment and acquire any additional equipment necessary to properly manage the number of filings and proper workflow.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
60%	75%	95%	95%	95%

CLERK OF THE SUPERIOR COURT

Finance

⇒ **Departmental Goal:** To provide effective accounting and collection activity for Superior Court.

County-wide Goal: *County Resources*

1211

► **Objective:** Annually, increase Superior Court collection activity by 20%.

→ **Measure:** Percentage of Superior Court collection activity.

▷ **Strategy:**

7211

1) Maintain current collection efforts in-house 2) Implement the F.A.R.E program 3) Provide additional staff and equipment necessary to support continued collection efforts 4) Institute an in-house collection unit.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
30%	40%	60%	80%	100%

County-wide Goal: *County Resources*

1212

► **Objective:** To decrease the delinquent records eligible to be escheated by 20% per year until current.

→ **Measure:** Percent of delinquent records eligible to be escheated.

▷ **Strategy:**

7212

1) Research and quantify all records to be escheated 2) Authenticate each record and process 3) Utilize necessary resources to identify and implement a permanent process 4) Add a financial position to current department to offset the additional manpower needed to keep records current.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
90%	70%	50%	30%	10%

CLERK OF THE SUPERIOR COURT

Public Services

⇒ **Departmental Goal:** To provide easy access to Superior Court records, services and resources.

County-wide Goal: *Customer Satisfaction*

1207

► **Objective:** By FY2016, increase to 100% public satisfaction regarding different avenues available to obtain useful information pertaining to their filings.

→ **Measure:** Percentage of public satisfaction.

▷ **Strategy:**

7207

1) Create receptionist position in the lobby to field any and all questions prior to waiting in line 2) Create and make available approved informational and instructional brochures for pro per litigants 3) Work closely with the law library, conciliation services and victim services to assist pro per litigants in navigating through the legal system.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
50%	75%	100%	100%	100%

County-wide Goal: *Customer Satisfaction*

1209

► **Objective:** Increase the percent of forms available to litigants by case type on our website to 100% by FY2018.

→ **Measure:** Percentage of forms available on website.

▷ **Strategy:**

7209

1) Update database with Yuma County forms and relevant information 2) Work with Court IT to design a user friendly way for customers to find the correct forms on the website 3) Advertise the availability of forms on our website via information brochures, public service announcement and verbal directing of customers to the site.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
75%	90%	100%	100%	100%

CLERK OF THE SUPERIOR COURT

Public Services

County-wide Goal: *Customer Satisfaction*

1208

► **Objective:** Increase the percentage of filings that are filed electronically to 100% by FY2018.

→ **Measure:** Percentage of filing that are filed electronically.

► **Strategy:**

7208

1) Implement the E-filing system approved by the Arizona Office of Courts 2) To provide the avenues for customers to access electronic filing through education and informational sessions 3) To obtain necessary hardware and equipment to facilitate the E-filing process.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
0%	10%	25%	75%	100%

County-wide Goal: *Customer Satisfaction*

1190

► **Objective:** To ensure that 100% of Counter Clerks are providing accurate and quality service to court customers by FY2016.

→ **Measure:** Percentage of positive responses on internal customer surveys.

► **Strategy:**

7190

1) At least 8 hours continued training on relevant topics 2) Create and provide informational brochures and materials on topics with frequently asked questions 3) Create and provide useful reference manuals for each work station.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
50%	75%	100%	100%	100%